

PATENT**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Application No.: 10/757,917

Filing Date: January 14, 2004

Applicants: Snow et al.

Group Art Unit: 2161

Examiner: Safet Metjahic

Title: METHOD AND ARRANGEMENT FOR AUTOMATED
PROVISION OF SERVICE HINTS

Attorney Docket: 706807US1

**RECEIVED
CENTRAL FAX CENTER****AUG 03 2005****CERTIFICATE OF FACSIMILE TRANSMISSION (37 CFR 1.8)**Date of transmission: August 3, 2005 I hereby certify that this paper is being facsimile transmitted to the United States Patent and Trademark Office at fax number 571-273-8300 on the date indicated above.Susan J. Sidwell
NAME OF PERSON MAILING PAPERSusan J. Sidwell
SIGNATURECommissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450**STATUS INQUIRY**

Dear Sir:

Applicants submit this Status Inquiry as no Official Action has been received for this application filed on January 14, 2004. Applicants respectfully request the Examiner in charge of this application to contact the undersigned with the status.

Date: 8/03/05

Very truly yours,

Ralph E. Smith
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